

Professionalism in the Workplace

Participant Manual

TWD

**Training and Workforce Development
Comprehensive Public Training Program**



Professionalism in the Workplace

TWD

Comprehensive Public Training Program



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Professionalism in the Workplace

Course Description

This one-day course is designed to provide participants with information to enhance their professional behavior, demeanor, and decorum in the workplace. Topics include: Professional Dress, Professional Etiquette, Professional Communication, and Professional Behavior.

Job Outcomes

- Understand what is conveyed by dress
- Understand the impact of professional etiquette
- Explore the elements involved in communicating as a professional
- Develop strategies to improve professional behavior

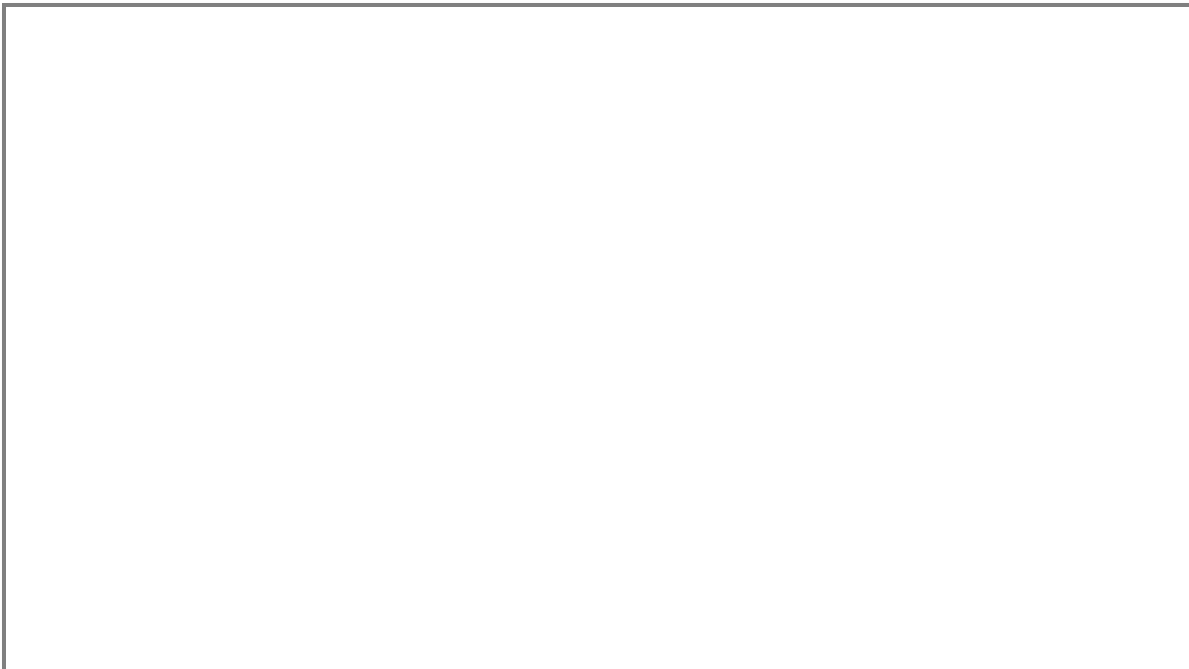
Introduction to Professionalism

Professionals are people who have experience and skill in a specified role or occupation. Professionals are found at all levels of an organization. Being a professional is not dependent on someone's title. Developing and maintaining a level of professionalism within the workplace can be challenging at times, but it can and should be done.

Group Exercise 1

- Define Professionalism
- Give two examples of professional behavior
- Give two examples of non-professional behavior

Notes

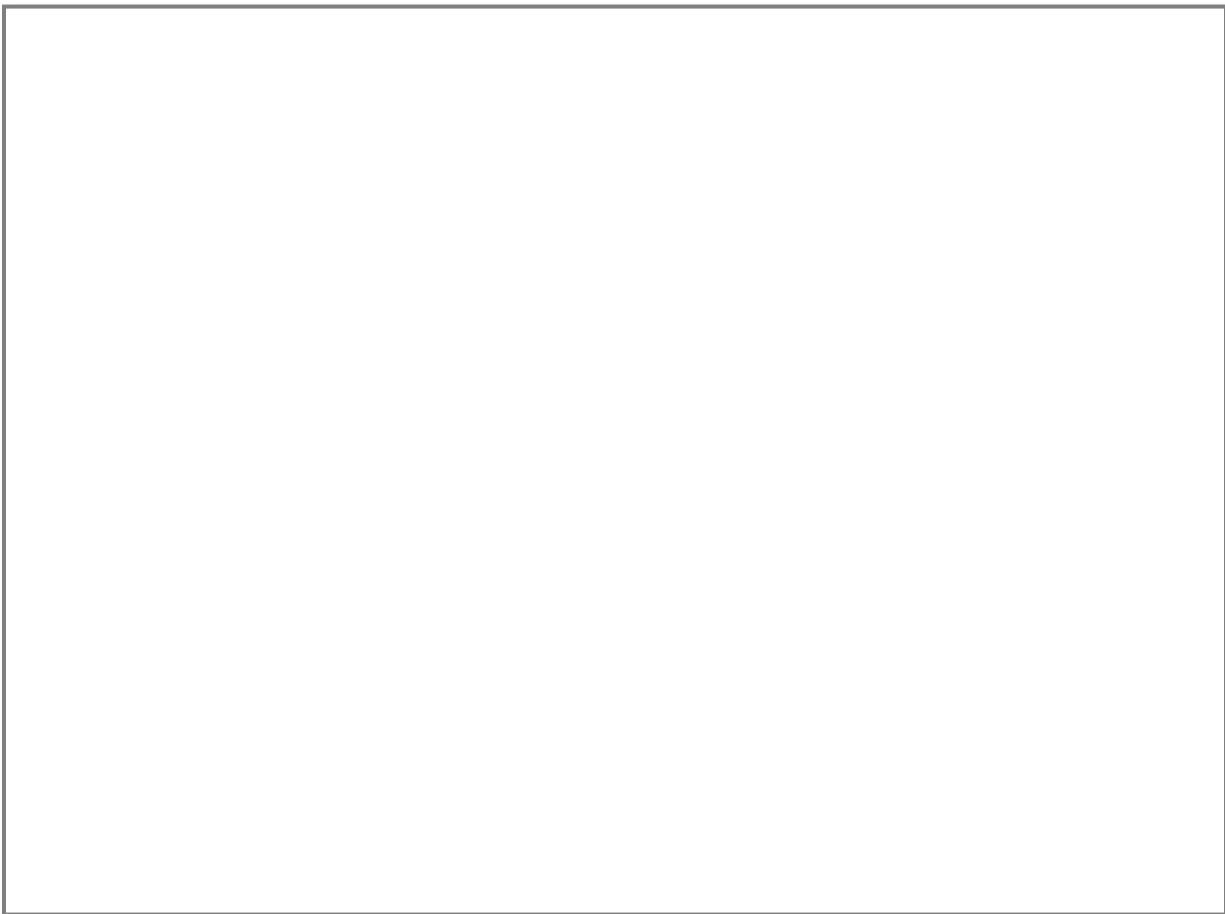


Characteristics of a Professional

Professionals are flexible, courteous, competent, helpful, responsible, well-groomed, efficient, patient, and knowledgeable. They are good communicators, listeners, and team players. They consistently demonstrate a positive attitude.

As a representative of your agency, your appearance and behavior make an impression on the people you serve as well as on your co-workers. Your work activities often involve interaction with others, and work must often be produced through your co-workers. Professionalism can enhance your self-image and the respect your co-workers have for you. It can also improve the organization's climate, which affects employees' attitudes, motivation, and productivity.

Notes

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Professional Appearance

The agencies for which we work should be committed to excellence in the delivery of services to their customers. As a representative of your agency, you should take pride in your work and in your professionalism in doing it.

Our professionalism is reflected both in our actual job performance, and in our appearance. A professional business appearance conveys an air of competence, confidence, respect, and efficiency. The more professional you look, the more professional you feel, and the more professional and credible you'll appear to others.

Group Exercise 2

- Give two examples of professional appearance
- Give two examples of non-professional appearance

Notes

Professional Communication

Good Communication skills are important to a professional and can greatly affect job performance and productivity. Communication is made up of verbal and non-verbal competencies.

Group Exercise 3

- Complete a communication self-evaluation
- Determine non-verbal communication

Notes:



Group Exercise 3

Communication Self-Evaluation

#	Situation	Almost Always	Sometimes	Seldom
1	I tactfully say what is on my mind.			
2	I avoid sarcasm when speaking.			
3	I think before I speak.			
4	I avoid anger in work conversations.			
5	I am sensitive to the feelings of others.			
6	I avoid gossiping.			
7	I avoid complaining.			
8	I make myself clear when I speak.			
9	I listen without interrupting the speaker.			
10	I avoid distractions when I am speaking or listening.			
11	I ask questions if I do not understand.			
12	I am open to the ideas and opinions of others.			

Group Exercise 3

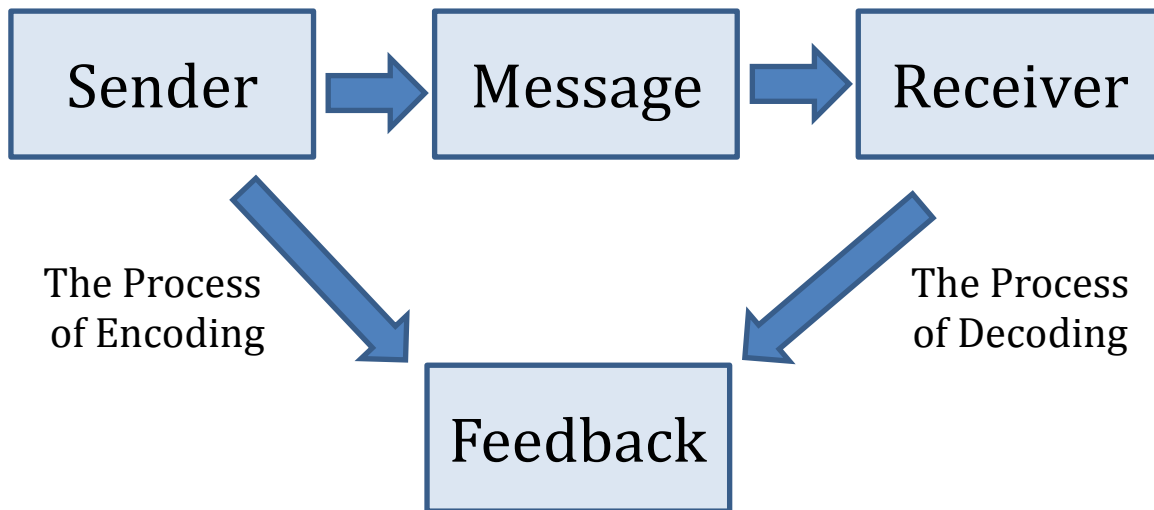
Meaning of non-verbal communication

Write down what each communicates to you.

Type of Non-Verbal Cue	Meaning to You	Actual Meaning
Arms crossed		
Poor eye contact		
Tapping fingers on table		
Wrinkled forehead		
Leaning back in chair		
Rolling eyes		

Notes

Communication Process Review



Effective communication is a two-way process through which we send and receive messages. The impact of a message is determined by the parties' tone of voice, choice of words, and non-verbal communication. How effectively you communicate contributes to your overall success as a professional.

Non-verbal Communication

An often overlooked aspect of the overall communication process is non-verbal communication. It represents more than 55% of the message you send. When your verbal message and non-verbal message are not in sync, you are sending a mixed message.

Notes

Professional Behavior and Etiquette

A major component of investing in yourself at work is exhibiting professional behavior. Establishing and maintaining a professional image is important for every employee. The employee who practices professional behavior always stands out.

Professional behavior will enhance your self-respect and the respect others have for you. When you look and act like a professional, you feel like a professional and others have more confidence in your judgment and ability.

Group Exercise 4

- Complete a professionalism self-inventory
- Complete a Competency Rating Sheet

Notes



Group Exercise 4

Professionalism Self-Evaluation

Rating	Competency Category
	Competency: Oral Communication
1 2 3 4 5	1. Communicates ideas and facts verbally in a clear, organized way
1 2 3 4 5	2. Adjusts style, tone, and level of verbal communication to fit the audience and situation
1 2 3 4 5	3. Listens to others and shows understanding of what they are saying
	Competency: Written Communication
1 2 3 4 5	4. Communicates ideas and facts in writing in a clear, organized way
1 2 3 4 5	5. Adjusts style, length, and level of written communication to fit the audience and situation
	Competency: Partnering
1 2 3 4 5	6. Builds productive working relationships with individuals and groups
	Competency: Interpersonal Skills
1 2 3 4 5	7. Considers and responds appropriately to the needs, feelings, and capabilities of all individuals
1 2 3 4 5	8. Treats all individuals with sensitivity and respect
	Competency: Accountability
1 2 3 4 5	9. Takes personal responsibility for work products and services
	Competency: Problem Solving
1 2 3 4 5	10. Recognizes and defines problems and issues
1 2 3 4 5	11. Recommends appropriate solutions to problems
	Competency: Customer Service
1 2 3 4 5	12. Integrates customer/client needs and expectations into delivery of services
1 2 3 4 5	13. Improves the quality of the services provided on an ongoing basis
1 2 3 4 5	14. Demonstrates a personal commitment to quality customer service
	Competency: Personal Job Expertise
1 2 3 4 5	15. Demonstrates appropriate levels of personal job expertise in daily work responsibilities
1 2 3 4 5	16. Applies procedures, regulations, and policies related to personal job expertise appropriately

Group Exercise 4

Professionalism Self-Evaluation

Rating	Competency Category
	Competency: Adaptability
1 2 3 4 5	17. Responds constructively to change and setbacks
1 2 3 4 5	18. Maintains a professional demeanor in stressful/difficult situations
1 2 3 4 5	19. Maintains behavior and work methods in response to new information, changing conditions, or unexpected obstacles
1 2 3 4 5	20. Remains open to new ideas and approaches
1 2 3 4 5	21. Works on a number of different projects without losing focus
1 2 3 4 5	22. Adjusts as quickly as possible to new situations that need attention
	Competency: Conflict Resolution
1 2 3 4 5	23. Resolves conflicts, confrontations, and disagreements in an appropriate manner
1 2 3 4 5	24. Takes steps to prevent destructive conflict situations
	Competency: Diversity Awareness
1 2 3 4 5	25. Recognizes the value of individual differences at all levels of the agency
1 2 3 4 5	26. Helps to maintain a climate in which everyone is respected and recognized for their contribution
	Competency: Work Group Team Building
1 2 3 4 5	27. Encourages cooperation and team-work within agency work group
1 2 3 4 5	28. Supports group problem-solving and participative decision-making
	Competency: Integrity/Honesty
1 2 3 4 5	29. Displays and encourages high standards of honesty and integrity
1 2 3 4 5	30. Uses ethical practices in all work activities
1 2 3 4 5	31. Demonstrates consistency between words and actions
	Competency: Continual Learning
1 2 3 4 5	32. Evaluates personal strengths and weaknesses and assesses their impact on others
1 2 3 4 5	33. Invests time and energy in self-development/professional growth.

Group Exercise 4

Competency Ranking Sheet

Rank	Competency Category
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	

Personal Action Plan

1. What have I learned that I can use as soon as I get back to the office?
2. What resources do I need to make these changes?
3. What is the deadline for accomplishing these goals?
4. How will I measure my success?